

To: 'Tharesearch@aol.com'[Tharesearch@aol.com]
From: Jim Trautman[trautman@bortz.com]
Sent: Tue 8/2/2011 8:03:04 AM (UTC-06:00)
Subject: RE: Cable Operator Study Update

Sandi:

Thanks for the update. I agree that we appear to have hit the wall here, and the extra ones you obtained really help in terms of meeting goals. So let's call it a day with the survey. Please send the 27 as soon as you can, and thanks for your hard work on this – I know getting these people is not an easy task.

Jim

From: Tharesearch@aol.com [mailto:Tharesearch@aol.com]
Sent: Monday, August 01, 2011 4:07 PM
To: trautman@bortz.com
Subject: Cable Operator Study Update

Hi Jim:

I hope you had a good weekend. I wanted to give you the most recent update on the cable operator study before we send them to you.

We were able to complete another 27 more in, now bringing the total to 153. At this point, I think we have pretty much gone as far as we can. If you remember, I told you I thought we can get another 5-7 and we did get the 7 more. We are going to hold on to everything until Wednesday afternoon because there are a couple of more systems who did say they would help, but we've yet to be able to reach them.

Despite our efforts, it really seems the Verizon/ATT are nearly impossible to complete. I have given you a breakdown below and there are a few I am going to hold on to where I have at least reached someone and there may be a slight chance yet.

With the Verizon and Bell systems - I think part of the problem is that they are structured differently. With the other systems - Comcast/Charter/TWC - they have local/regional offices that have GM's or marketing departments within those areas.

I don't think that's the case with Verizon and AT&T - they may have regional offices. But they're telephone numbers are well hidden. I even spent time online trying to come up with telephone numbers to call and couldn't find anything useful.

I wish I had better news about these two companies but I'm stumped on how to even reach the right people or office.

The breakdown for the "dead Verizon/ATT systems are below.

Let me know if you have any questions

Thanks,

Sandi.

Verizon Systems -

Henrico Cnty, VA - Barry Jones is a printer for Verizon. He has no idea of an office to call to help me.

Termple Terrace, FL - National Switchboard in Texas - No idea of how to help. Suggested Customer service - No help.

Ambler Boro, PA - Billing #

Norfolk/Virginia Beach - No Answer constantly

Allen County - Number for Bryan Thomas is for a woman name Jan. Her voicemail is constantly full and can't take new messages.

Keller TX - Disconnected

AT&T - Bell

Illinois - Chicago - Referred to Corporate - No Surveys

Pac Bell - San Francisco - Wrong Number

Ohio Bell - Cleveland - Company Policy - No Surveys

Wisconsin Bell - Milwaukee - Disconnected

BellSouth - Birmingham AL - Wrong Number

Southwestern Bell - Houston - Automated recording "Invalid number"

Southwestern Bell - Austin TX - Disconnected

Southwestern Bell - St. Louis MO - Main National Switchboard - referred to Corporate - No Surveys

Bell South - Nashville, TN - Automated Recording - Non Valid Number